



Expected completion date excluding postage delivery time \_\_\_\_\_

Please complete this form if you require documents to be translated.

**SNSW Office Use Instructions:**

Please do not upload this form in Language Link

**Customer Details**

First name		Mobile*	
Surname		Email*	
Mailing Address		Home tel	
	Postcode		

**Translation Type**

**Standard Document** - Personal Official Documents (translated into English as an extract). These documents come in the form of: Baptismal Certificate, Birth Certificate, Death Certificate, Divorce Decree/Certificate, Driver's Licence, Passport, Family entry, identity document, Marriage Certificate, Military Service Record and Police/Penal Record. **Note:** personal documents in English requiring translation into another language will need to be translated in full.

**Non-Standard Document** - Translated in a full or summary form: Translation cost estimates/quotes for full or summary translations are based on the number of English words including numbers.

Document Details							For office use only	
Document Type	Language(s)	Standard	Non-Standard	7 Business days	Express Service	Affidavit	Fee	Assignment number
1.								
2.								
3.								
							Deposit Payable	\$

**Delivery Method:**  
Australia Post to deliver to mailing address

Ordinary Post  
Express Post

Collection Multicultural NSW  
Parramatta office (Available for Express Service only)

**Important Information**

- Multicultural NSW or Service NSW will accept original documents or copies (certified copies) issued either by the originating authority or certified by a Solicitor, a Justice of the Peace (JP) or an Officer of the Court in Australia.
- Multicultural NSW or Service NSW will accept photocopies which are not 'certified copies' of documents, however the translation will be marked "Original not sighted" meaning that Multicultural NSW or Service NSW have sighted a copy of, but not the original document.
- Express Service is available for documents received by Service NSW before 5pm Monday to Friday. Documents lodged outside these hours will be available on the second business day from date of submission. Please note, Express Service is dependent on document language and volume of translation work requested.
- Documents for collection from Multicultural NSW office will be available after midday on the due date. Stated turnaround time does not include postage delivery time.
- Customers are required to pay a security deposit equivalent to the estimated fee for the translation. This security deposit will be applied to the actual fee for the translation service. Multicultural NSW will endeavour to advise the customer of any outstanding payment prior to releasing the translation which is required to be paid by credit/debit card.
- Payment for services performed in 7 business days or greater may be made by cash, cheque, EFTPOS, credit card or account where applicable. Cheque facilities are not available for the Express Service.
- Affidavit is available only for the 14 business days service.
- A fee exemption may be available for permanent residents of Australia who hold a Centrelink Health Care Card. To assess your eligibility, please contact Multicultural NSW on 1300 651 500 or translations@multicultural.nsw.gov.au
- Cancellation fees apply to all services dependent upon the notice given by the customer:  
\*For Express Service translation, no refund is given,  
\*For service requiring 7 business days turnaround, the following cancellation fees will apply and will be retained from the security deposit: within the first 24 hours, no cancellation fee; after 1 and up to 4 business days, 75% of the deposit fee; after 4 business days, 100% of the deposit fee.
- Any alteration on the document submitted for translation will be noted on the translation.
- Privacy notification for the customer: Service NSW is collecting this information on behalf of Multicultural NSW for the purpose of providing a translation service. The supply of this information is voluntary. If you do not provide this information then we may not be able to process your request. This information will be disclosed to Government Licensing Service for the purpose of receipting your transaction and to Multicultural NSW in order to process your transaction. Service NSW does not collect or maintain any personal information in relation to this transaction. The Government Licensing Service is operated by the Department of Finance and Services. For further information on how these agencies handle your personal information, please visit Government Licensing Service ([www.onegov.nsw.gov.au/New/privacy](http://www.onegov.nsw.gov.au/New/privacy)) and Multicultural NSW ([www.multicultural.nsw.gov.au/about\\_us/p/about\\_this\\_site#privacy](http://www.multicultural.nsw.gov.au/about_us/p/about_this_site#privacy)).
- Corrections for errors and omissions relating to the translation will be made free of charge within ONE MONTH of translation receipt. For any amendment requests, customers must contact Multicultural NSW office on 1300 651 500 or translations@multicultural.nsw.gov.au
- The provision of the above service is dependent on the availability of translators. If we are unable to allocate your request to an appropriate translator Multicultural NSW will contact you as soon as practicable.

**Customer Acceptance** I have read and accept the above information.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_